

AGENCY STRATEGIC PLAN

FOR THE FISCAL YEARS

2005 - 2009



ARKANSAS WORKERS' COMPENSATION COMMISSION

FUNCTIONAL AREA: CONSTITUTIONAL & ADMINISTRATIVE

AGENCY STRATEGIC PLAN APPROVAL FORM

FOR THE FISCAL YEARS

2005 - 2009

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STRATEGIC PLAN

Agency Name	Arkansas Workers' Compensation Commission
Agency Mission Statement: The mission of the Arkansas Workers' Compensation Commission is to administer the Arkansas workers' compensation law.	

AGENCY GOAL 1:

Administration and operation of the Worker's Compensation System.

AGENCY GOAL 2:

Ensure accurate and timely claims payments.

STRATEGIC PLAN

Agency Name		Arkansas Workers' Compensation Commission
Program		Administration and Operation of Workers' Compensation System
Program Authorization		A.C.A §11-9-101 et seq.
Program Definition: Program Funds-Center Code: <u>0390P01</u>		A program to accomplish the agency goal by providing a system to monitor and enforce compliance with the Arkansas workers compensation law.
AGENCY GOAL (S) #	1	
Anticipated Funding Sources for the Program:		Trust and Cash Fund Revenue

GOAL 1:

To resolve workers compensation claims, reduce the number of injuries in the workplace, promote full compliance with workers compensation laws and rules, and ensure that the agency has adequate resources to accomplish the agency mission, all in an efficient and effective manner.

OBJECTIVE 1: (Sub-Funds Center Code to be assigned by DFA Office of Accounting)

To provide fiscal and human resource support that is efficient, effective and timely allowing the Commission to pursue its mandate to ensure the workers' compensation laws in the State of Arkansas are followed.

STRATEGY 1:

Administer the support functions of the Commission including administrative, fiscal, personnel, communications, and support services.

OBJECTIVE 2:

To maintain a qualified staff, knowledgeable in the laws and requirements associated with benefit payments to claimants in the Death and Permanent Total Disability Trust Fund and the Second Injury Fund.

STRATEGY 1:

Hire, maintain and train staff members to properly identify and assist claimants receiving benefits from the Death and Permanent Total Disability Trust Fund and Second Injury Fund.

STRATEGIC PLAN

OBJECTIVE 3:

To resolve and/or adjudicate workers' compensation claims.

STRATEGY 1:

All Administrative Law Judge decisions will be rendered on a timely basis.

STRATEGY 2:

All Full Commission decisions will be rendered on a timely basis except in cases where ruling precedent is pending before the appellate courts.

STRATEGY 3:

Process cases for appellate review and certify Commission legal record to Court of Appeals in a timely manner.

STRATEGY 4:

The Legal Advisor Division will respond to customer inquiries in a timely manner.

STRATEGY 5:

The Legal Advisor Division will educate its customers about the workers' compensation law, administrative procedures and the availability of services provided.

OBJECTIVE 4:

To provide safety and educational services to insurance carriers, employers, and employees in an effort to reduce the number of injuries in the workplace.

STRATEGY 1:

Review workers' compensation insurance companies' accident prevention services programs.

STRATEGY 2:

Assist employers with the application process for participation in the Voluntary Drug-Free Workplace Program.

STRATEGY 3:

The Support Services Division will educate the public regarding workers' compensation in Arkansas.

STRATEGIC PLAN

Agency Name	Arkansas Workers' Compensation Commission
Program	Administration and Operation of Workers' Compensation System

PERFORMANCE MEASURES: (Effort, Output, Outcome, and/or Efficiency)

DESCRIPTION	METHODS AND SOURCES USED OBTAINING DATA	FISCAL YEAR 2005	FISCAL YEAR 2006	FISCAL YEAR 2007	FISCAL YEAR 2008	FISCAL YEAR 2009
Number of prior year state or federal audit findings repeated in subsequent audit. <i>Goal 1, Objective 1</i>	Legislative audit	Less than 5	Less than 4	Less than 3	Less than 2	No findings
% of agency performance measures met. <i>Goal 1, Objective 1</i>	Compute % from review of performance measures	75%	76%	77%	78%	80%
Provide annual training to staff. <i>Goal 1, Objective 2</i>	Internal reports	50%	56%	63%	69%	75%
All Administrative Law Judge opinions will be rendered on a timely basis. <i>Goal 1, Objective 3</i>	Internal reports	130 days	120 days	110 days	100 days	90 days
Requests for a safety consultation by AWCC industrial consultants will be responded to in a timely fashion. <i>Goal 1, Objective 4</i>	Internal reports	65 days	60 days	55 days	50 days	45 days

STRATEGIC PLAN

Agency Name		Arkansas Workers' Compensation Commission
Program		CLAIMS PAYMENT-SPECIAL FUNDS DIVISION
Program Authorization		A.C.A '§11-9-101 et seq.
Program Definition: Program Funds-Center Code: <u>0390P02</u>		A program to accomplish the agency goal by providing a system to continue indemnity payments to claimants and/or their beneficiaries after the employer's indemnity limit has been reached, and to compensate claimants for second injuries.
AGENCY GOAL (S) #	2	
Anticipated Funding Sources for the Program:		Trust Fund Revenue

GOAL 1:

To ensure that benefit payments made by the Death and Permanent Total Disability Trust Fund and the Second Injury Fund will be calculated accurately and paid timely, within legally mandated guidelines.

OBJECTIVE 1: (Sub-Funds Center Code will be assigned by DFA Office of Accounting)

To effectively and efficiently process claims involving the Death and Permanent Total Disability Trust Fund.

STRATEGY 1:

Accurately and timely pay Death and Permanent Total Disability claims.

OBJECTIVE 2:

To effectively and efficiently process claims involving the Second Injury Trust Fund.

STRATEGY 1:

Accurately and timely pay Second Injury Fund claims.

STRATEGIC PLAN

Agency Name	Arkansas Workers' Compensation Commission
Program	Claims Payment-Special Funds Division

PERFORMANCE MEASURES: (Effort, Output, Outcome, and/or Efficiency)

DESCRIPTION	METHODS AND SOURCES USED OBTAINING DATA	FISCAL YEAR 2005	FISCAL YEAR 2006	FISCAL YEAR 2007	FISCAL YEAR 2008	FISCAL YEAR 2009
All benefit payments made by the Death and Permanent Total Disability Trust Fund will be calculated accurately and paid timely, within legally mandated guidelines. <i>Goal 1, Objective 1</i>	Internal Reports	90%	92%	94%	96%	98%
All benefit payments made by the Second Injury Fund will be calculated accurately and paid timely, within legally mandated guidelines. <i>Goal 1, Objective 2</i>	Internal Reports	90%	92%	94%	96%	98%